

THE ORDER *of* ST. GEORGE

Grand Priory of the United Kingdom
BM The Order of St. George, London WC1N 3XX

Speaking up Policy.

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This policy supersedes any other policies, protocols, procedures or actions written or otherwise that the Order has used, applied or adopted in relation to speaking up prior to the approval date.

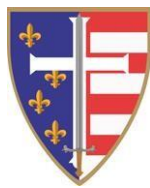
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Updated 2nd Feb 2026

The Grand Prior is charged with running the Order and furthering the objects of the associated Charitable Trust. The Grand Prior, reserves the right to act on behalf of the Order in a considered and reasonable manner on all matters pertaining to the Order providing the policies, protocols and procedures of the Order are maintained and not compromised.



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Speaking Up Policy and Procedures

1. General Statement.

The International Order Valiant of St George (The Order) is committed to upholding the highest standards of behaviour and moral principles in all its work. The Order will not tolerate wrong doing or malpractice within its organisation and charitable work.

2. Raising your Concerns

2.1 If, as a member or, you are associated with the Order and you become concerned about something you see, hear or experience you must speak out. By speaking out you enable us to deal with the matter. It enables us to improve our standards and resolve issues promptly.

2.2 The Order will ensure that any person speaking up is entitled to do this safely and confidentially.

2.3 If you wish to speak up you should do so through the Grand Secretary General of the Order. secretarygeneral@orderofstgeorge.co.uk

2.4 If this is not appropriate or possible, you should contact the Deputy Grand Prior responsible for membership. membership@orderofstgeorge.co.uk

3. Malpractice.

Examples of malpractice or wrongdoing include, but not limited to:

- * abuse of a child or vulnerable adult
- * bullying
- * harassment
- * coercion
- * theft

- * undermining the authority of others for personal gain
- * fraud
- * making false statements
- * deliberate non-compliance with a policy of the Order
- * misrepresentation
- * giving or receiving bribes or favours
- * breaches of our Code of Conduct and Maintaining Positive Relationships.

4. Our pledge to you.

4.1 Any person speaking up will not be penalised for raising their concern that they honestly believe to be true; even if later it is found to have been a mistake.

4.2 Speaking up does not include:-

- * developing or pursuing a grievance
- * making malicious or false allegations

Any person doing so will be subject to the Orders disciplinary processes.

5. Breaches of the Code

5.1 Breaches of this code will be investigated and recorded (including the action the Order took and lessons learnt) by the Grand Secretary General or, if about the Grand Secretary General, the Grand Chancellor and, if appropriate, action will be taken against the person breaching the code and a record kept in compliance with The General Data Protection Regulations (UK & EU).

6. The Process of Speaking Up.

6.1 Prior to speaking up, please ensure you have your notes taken at the time or as soon as possible after the incident that has caused you to speak up. Please don't worry if you do not have notes.

6.2 Using the email address stated in this policy contact them and request a phone call.

Please state the best method to contact you. This will be by phone but could be via email

6.3 Your conversation with the Secretary General will be in strictest confidence to protect your 'speaking up' rights.

6.4 If you are under the age of 18 and/or considered a vulnerable person, the Order has a duty of care towards you. It is obliged by law to apply its

Safeguarding Policy to ensure your well-being and help resolve any issue that may be worrying you. **PLEASE DO NOT BE AFRAID TO SPEAK UP.** The Grand Secretary General will apply, and abide by, the Safeguarding Policy and the Procedures that must be followed to help and protect you.

6.5 Young people under the age of 18 and vulnerable adults should first speak with their parent or legal guardian about concerns or worries they may have, who can act on your behalf. However, you can still contact us to speak up should you wish to do so.

6.6 If you do not wish to be contacted but you need to speak up, please use an alternative method. This could be writing to us, ending us an anonymised email, or blocking caller id on your phone.

6.7 Unless there is clear evidence of a breach of any of our policies or our code of conduct by a member of the Order or those associated with us, we will find it very difficult to carry out any investigation and ensure that the reason for speaking up is not malicious.

7. Initial Contact.

7.1 You will be contacted within 24 hours. If you are not contacted please use the alternative email address and make your request again. In this instance, we will try to contact you within 12 hours

8. Your name and contact details.

8.1 Please be reassured that your name and details will not be passed on to any other person but it is important that the person you speak with knows who you are and how they can contact you confidentially. In the case of a safeguarding issue, the Order must ensure it applies the Safeguarding Policy. You will be advised of this at the time.

8.2 It would be a breach of our code of conduct if the person you speak to does not maintain confidentiality at all times and apply any relevant policy without fear or favour; it would become a disciplinary matter if they were to break or misuse a policy in any way.

8.3 If you feel you cannot give your name and contact details then that is fine. However, please provide as much information as possible to help us ensure we resolve the reason for you speaking up. If you are under 18 and/or considered vulnerable, you will be advised accordingly.

8.4 For young people and vulnerable adults, the Order is obliged to abide by its Safeguarding Policy for keeping young people and vulnerable adults safe. This may involve sharing information and seeking advice from an appropriate authority. This is not a breach of confidence with you but a legal obligation to help protect you from further concerns, worries or harm.

9. The Process

- 9.1 When contacted us, please state the reason for speaking up. Don't worry if you need to repeat or go over anything. The person you speak to will be taking notes in order to gain as accurate account as possible.
- 9.2 If there is a solution that you feel would be appropriate please do say so.
- 9.3 In many cases, it is quite possible that the matter can be resolved quickly and effectively. Most people are very reasonable when speaking up but it is important that they do raise their concerns with us so that we can try and avoid it happening again.
- 9.4 During the investigation period, you may well be contacted again to keep you updated and also to advise of any changes to time scales along with the reason why.
- 9.5 At the end of our investigation, you will be contacted again and appraised of the action we have taken.
- 9.6 If you disagree with the outcome and our actions, please do say so. It is very important that we try to ensure you are satisfied with the results and the action we have, and will take.
- 9.7 It is very important to stress that in most cases matters can only be resolved amicably if all those involved acted reasonably. This includes the manner in which people work together and willingness to resolve the matter.

10. Time scales

It is hoped that we will be able to resolve the matter that caused you to speak up within 14 working days. If you have agreed for us to keep in contact with you, we will let you know what we have done and how we have resolved the matter. If we need to extend the time scale for any reason we will let you know and explain why.

11. Making a formal complaint

- 11.1 If you are unhappy with how the Order has dealt with your concerns when speaking up, we do have a Complaints Policy. Please contact the Deputy Grand Prior at membership@orderofstgeorge.co.uk who will provide you with the information you will need to make your complaint.
- 11.2 If you wish to make an external complaint please contact the Charities Commission and the relevant regulator. Details can be found on the Charities Commission website accessed through www.gov.uk or typing in 'Charities Commission'.

12 Reporting to the appropriate authority.

- 12.1 The Order's policies do not replace your rights to raise your concerns with appropriate authorities: especially if you consider that the reason you wish to speak up is because you have seen, heard or witnessed an illegal act. This also

includes if you perceive something to be illegal or believe that an illegal act is about to take place or have been asked to take part in an illegal act*.

REMEMBER, IT IS BETTER TO SPEAK UP AND BE WRONG OR MISTAKEN THAN SAY NOTHING.

*In these circumstances you are strongly advised to contact the Police (999) and, according to the act you consider to be illegal, Social Services. Citizens Advice can also be contacted.

13. Associated policies

This policy is associated with:-

- a) The Code of Conduct Policy – Maintaining Positive Relationships
- b) Safeguarding Policy
- c) Health and Safety Policy
- d) Complaints Policy

Updated 2nd February 2026